

**STATE OF WASHINGTON**  
**ADMINISTRATIVE OFFICE OF THE COURTS**  
**REQUEST FOR QUALIFICATIONS & QUOTES**  
**DISASTER RECOVERY HOT SITE**  
**RFQQ 10-05**

**QUESTION AND ANSWERS 1**

**Question 1** Section 3.3: What operational support services are you using today with your current vendor?

**Answer 1** When we arrive at the DR site, there will be operation z/OS server systems available matching our configuration. Once AOC staff restore the systems, DR Vendor staff IPL the system. DR Vendor staff are available as 'systems programmers' to help diagnose unforeseen problems. When we arrive at the DR site, the windows servers are built to our configuration and up and running. If we have technical questions on the hardware, the DR Vendor have staff available to assist. When we arrive at the DR site, the network equipment is built to our standards and operational. If we have technical network issues, the DR Vendor has network knowledgeable staff available to help diagnose issues.

**Question 2** Section 3.3: May we see the appropriate SOW definitions for the "must have" service requirements?

**Answer 2** Do not have any SOW. See Answer 1 for services required.

**Question 3** You list the term "etc." in the must have category. What does this mean? We need exact details on the each of the services in the "must have" category so that we can properly specify the work. For example, "the mainframe takes xxx time to load xx volumes for xxx LPAR" or "we require configuration of the following network components with xxx software components. We require xxx subnets at the Hot site apportioned in the following manner", etc.

**Answer 3** We are attempting to address what extra support options will cost. If we need tapes mounted on drives, does the DR vendor offer that service? Some DR vendors state that tape mounting services are available for \$x dollars an hour. If we supply configurations for the network equipment, can we arrive at the DR site with them already loaded and operational; and would that cost extra? We are trying to determine what is exactly included the DR fees and what is extra and how much the extra's would cost if we choose to utilize them.

- Question 4** Section 3.7: Will you allow an exception providing the vendor to allocate resources in a multiple disaster in a manner regardless of order of declaration in order to meet the critical needs of affected subscribers, applicable national security interests and comparable concerns?
- Answer 4** Once we arrive at the vendor selected DR site (we don't care which site it is) we need to remain there until our disaster is resolved.
- Question 5** Section 3.13: Who is your ISP? Is the Web site equipment part of your configuration? If not, will AOC ship the equipment ATOD? How long will hosting services be required?
- Answer 5** DIS (Washington State Department of Information Services). It is part of our configuration.
- Question 6** Section 4.1.5-4.1.7: Are these tape requirements mutually exclusive? Also there should be a VTL / VTS Designation as a 3500 is a tape library SANS the 3 TB Disk.
- Answer 6** We have found that in speeding up our restore process, stand alone drives work the best. We can immediately start the restores without building the library. Once we are operational, that is when the tape library and VTL/VTS come in the scene.
- Question 7** Section 4.2.2: How much bandwidth is required for the IGN connection? How much Internet bandwidth is required?
- Answer 7** 1.5 MB
- Question 8** Section 4.2.3: Is the Catalyst providing layer 3 routing or just layer 2 switching?
- Answer 8** The Catalyst is providing layer 3 routing via the MSM module
- Question 9** Section 4.3: How are these servers restored? Back up software? Please specify the tape environment.
- Answer 9** The AOC utilizes FDR Upstream on the z/OS server to backup and restore the windows servers. The z/OS server reads the backup from tape and sends the restore information to the windows servers across the TCP/IP network.
- Question 10** Section 2.2 IT Requirements: What are the SAN requirements, including connectivity (protocol IFS, iSCSI), disk type (Fiber, SAS, SATA)?
- Answer 10** We don't see that requirement in section 2.2. SAN storage is referenced in section 4.3.2. The requirement is that we have a SAN and the servers have connectivity to the SAN. We need Fiber Channel connectivity.
- Question 11** Section 2.2 IT Requirements: Will consideration be given for one or more vendors to complete a solution set, or will there just be one vendor chosen for the entire solution?

**Answer 11** AOC will work with a single vendor. The successful vendor will provide a complete solution.

**Question 12** Section 3.5.3: Is it acceptable to have the mainframe recovery at a secondary location if the “environmentals” and communications meet or exceed requirements?

**Answer 12** All the windows servers are restored from the mainframe, so it is critical the connectivity from the z/OS servers to the windows servers is extremely high speed (At least 100 meg). We also only send one Disaster Recovery coordinator offsite to facilitate the restoration process and this person floats between the z/OS staff and the windows staff. While separate locations will not be immediately ruled out, the business case will have to be well defined.

**Question 13** Section 5.1 Remote Customer Suite Location: Will mobile units be considered for an RCS as long as all requirements are met?

**Answer 13** Yes